



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

SYSTEMS SUPPORT TECHNICIAN IV

Job Number: 20001506

Job Code: 73130V000101

Job Group: 7300 - INFORMATION MANAGEMENT SYSTEMS

Job Established: 07/01/1993

Job Revised: 02/24/2006

Grade: 13 Salary (MIN - MID):

\$16,432-\$21,875 - Hourly

\$2,670.20-\$3,554.70 - 37.5 Hr. Monthly Salary

\$2,848.22-\$3,791.68 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Is responsible for agency hardware, systems software and applications software portfolio, including maintenance of data dictionaries, software and hardware installations and upgrades, data conversions, and change control functions. Serves as local area network (LAN) or departmental system administrator. Under general direction, coordinates support for multiple local area networks and computer systems within an agency. Coordinates integration of agency local area networks with wide area and remote networks; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE:

Must have three years of professional systems support experience.

Substitute EDUCATION for EXPERIENCE:

Related technical or vocational training will substitute for the bachelor's degree requirement on a year for year basis. A master's degree in computer science will substitute for one year of the experience requirement.

Substitute EXPERIENCE for EDUCATION:

Experience in computer programming, network services, systems support or production support will substitute for the bachelor's degree requirement on a year for year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Writes complex routines for system critical procedures. Writes complex programs to test hardware and software. Installs and tests new or modified programs and upgrades, file compressions, development and maintenance of systems utilities. Writes programs for systems management, communications and specialized applications. Installs and maintains hardware and software such as operating systems, workstations, peripherals, communications devices, control systems, proprietary software packages, networking software, query languages, information dissemination tools, electronic mail and data base management software. Performs complex system generations, network device configuration generations, workstation set ups and coordinates assignment of node or network address definitions. Assists development, network and production support staff in analyzing requirements for development, modification or retirement of state level or complex departmental systems. Is responsible for system support functions during relocation or conversion of critical data files and equipment. Installs and monitors performance of servers on local area networks. Coordinates diagnostics and problem resolution with network support staff. Formulates integrated support plans for multiple local area networks and departmental systems. Manages change control function. Directs action to mitigate network or system degradation. Provides technical assistance to other information systems staff, and participates in systems recovery. Develops acquisition and implementation plans for introduction of network services or automation of system support functions. Balances workload among resources available on the local area network. Recommends acquisitions and develops project costs.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title typically perform duties in an office setting.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.